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INSURANCE COMPLAINT SPEC
CLASSIFIED POSITION VACANCIES 001

LOCATION: DEPARTMENT OF REVENUE
INSURANCE COMMISSION
CONSUMER SERVICE
KANAWHA

SCHEDULE: DAY SHIFT UNLIMITED ORIGINAL FULL-TIME PERM.

FTE: 1.00

DUTIES: ANSWERS CONSUMER PHONE CALLS AND MEETS WITH WALK-IN CLIENTS TO PROVIDE ASSISTANCE WITH PROBLEMS THEY ARE EXPERIENCING AND DETERMINE IF A FORMAL COMPLAINT IS WARRANTED. LOGS ALL CONTACTS INTO OUR SBS COMPUTER SYSTEM. INVESTIGATES COMPLAINTS FILED AGAINST INSURANCE COMPANIES, AGENCIES, AND AGENTS INVOLVING DISPUTED CLAIMS AND ALLEGED UNFAIR INSURANCE PRACTICES. MEDIATES SETTLEMENTS BETWEEN CLAIMANT AND INSURING COMPANY BY GATHERING FACTS AND RECOMMENDING SOLUTIONS ACCORDING TO POLICY AND INSURANCE CODE. ADVISES CONSUMER OF THEIR RIGHTS UNDER INSURANCE LAWS AND REGULATIONS. MAY ATTEND HEARINGS ON INSURANCE COMPLAINTS TO PRESENT FINDINGS OF AN INVESTIGATION AND ALSO WRITES REPORTS AND NARATIVES ON COMPLAINTS. KEEPS SUPERVISOR INFORMED OF ANY ISSUES OR TRENDS THAT MAY NEED TO BE ADDRESSED, INCLUDING POSSIBLE NEEDS FOR NEW LEGISLATION. REVIEWS INSURANCE COMPANY'S RESPONSES TO COMPLAINTS TO DETERMINE IF THE COMPANIES ARE IN COMPLIANCE WITH STATE INSURANCE LAWS. DEVELOPS COMPLAINT FILES FOR REFERRAL TO LEGAL OR FRAUD DIVISION FOR FURTHER INVESTIGATION WHEN WARRANTED. ATTENDS AND/OR PARTICIPATES IN MEETINGS AND SEMINARS TO INFORM THE PUBLIC ON SPECIAL OR NEW AREAS IN THE INSURANCE INDUSTRY. CONFERS WITH UNITED STATES CONGRESSMEN AND SENATORS AND STATE LEGISLATORS IN RESOLVING CONSTITUENT PROBLEMS. SOME TRAVEL MAY BE REQUIRED TO PARTICIPATE IN OUTREACH EFFORTS, INCLUDING FAIRS AND FESTIVALS THROUGHOUT THE STATE. PERFORMS OTHER DUTIES AS NEEDED.
SPECIAL QUALIFICATIONS DESIRED: MERGER OF WORKERS' COMPENSATION SECTION INTO PROPERTY CASUALTY SECTION, A GOOD WORKING KNOWLEDGE OF PERSONAL

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LINES INSURANCE (AUTO AND/OR HOMEOWNERS) IS DESIRED ALONG WITH KNOWLEDGE OF WORKERS' COMPENSATION. PREFERENCE MAY BE GIVEN TO ANY CANDIDATE THAT HAS EXPERIENCE IN THESE LINES.

REQUIREMENTS: TRAINING: GRADUATION FROM AN ACCREDITED FOUR-YEAR COLLEGE OR UNIVERSITY.
SUBSTITUTION: EXPERIENCE AS DESCRIBED BELOW MAY SUBSTITUTE FOR THE REQUIRED TRAINING ON A YEAR-FOR-YEAR BASIS.
EXPERIENCE: TWO YEARS OF FULL-TIME OR EQUIVALENT PART-TIME PAID EMPLOYMENT AS INSURANCE AGENT, BROKER, EXAMINER, ADJUSTER, OR INVESTIGATOR WITH AN INSURANCE COMPANY OR GOVERNMENTAL INSURANCE REGULATORY AGENCY IN THE AREAS OF LIFE, ACCIDENT AND HEALTH OR PROPERTY AND CASUALTY OR IN A TECHNICAL CAPACITY IN AN INSURANCE REGULATORY AGENCY.

SALARY: PAY GRADE 015 \$32,721.96 - \$60,534.96

DEADLINE: SEPTEMBER 10, 2021

TO APPLY: SEND DIVISION OF PERSONNEL APPLICATION TO:
CHRISTINA WICKLINE
900 PENNSYLVANIA AVE
CHARLESTON, WV 25302

PLEASE INCLUDE POSTING NUMBER INS22008 ON APPLICATION